



Iowa Department of Public Safety

Agency Performance Plan

FY 2009

**Submitted in Conformance with the
Accountable Government Act**

**Eugene T. Meyer, Commissioner
June, 2008**

AGENCY PERFORMANCE PLAN FY 2009

Name of Agency: Department of Public Safety
Agency Mission: Provide public safety and criminal justice services that allow people in Iowa to enjoy a high quality of life in safe communities and that facilitate economic growth.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Iowa State Patrol: Traffic enforcement, investigation and interdiction	1. Number of enforcement contacts 2. Number of narcotics arrests by the Iowa State Patrol 3. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT survey) 4. Number of motorists assisted 5. Rate of alcohol-related fatalities per 100 million vehicle miles traveled. 6. Rate of traffic crashes resulting in serious injury per 100 million vehicle miles traveled	360,000 1100 92 20,000 0.4 8.0	1. Targeted roadway enforcement and special cooperative enforcement programs. 2. Collaborative work environment 3. Support of tactical team units for clandestine lab entries. 4. Adequate resources and funding for personnel, training and equipment.
2. Fire and Explosives Investigations: Provide direction and assistance to law enforcement and fire departments in the determination of fire causation and with the investigation of arson and explosive incidents.	1. Percent of cases involving fires of suspicious or unknown origin in which the cause is identified 2. Percent of criminal cases involving fire, explosives and incendiary devices which are resolved.	50% 50%	1. Obtain the required resources to adequately perform the job. 2. Provide instruction to staff as needed. 3. Provide specialized training in arson and explosives investigation to local law enforcement and fire personnel

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3. Narcotics enforcement, investigation & Awareness	1. Percent of drug investigations resolved.	75%	1. Continue collaborative work environment with local, state and federal agencies. 2. Obtain adequate resources and funding for personnel, training and equipment.
	2. Number of identification, awareness and education programs delivered.	20	
	3. Number of responses to clandestine methamphetamine laboratories	75	
	4. Major drug trafficking organizations disrupted	75	
	5. Pharmaceutical diversion investigations	10	
	6. Interdiction investigations (proactive and reactive)	30	
4. Criminal Investigation	1. Percent of major investigations resolved.	75%	1. Continue collaborative work environment with local, state and federal agencies. (liaison efforts) 2. Have adequate DCI personnel to respond to requests for assistance and service. 3. Obtain adequate resources and funding for personnel, training and equipment.
	2. Percent of all incidents of known major corruption, fraudulent practices and organized criminal activity investigated	100%	

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Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: Regulation and Compliance			#2. Reduce preventable deaths and injuries, focusing on hazards of traffic, fire and crime. #3. Reduce/Contribute to the suppression of criminal activity.
Desired Outcome(s): Provide regulatory and compliance services that protect the general public so that they can be confident in the integrity and safety of the services provided by targeted persons and industries.	Fire death rate in inspected facilities (per 100,000 occupants)	0	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Program Services			
A. Regulate the private investigative, private security, bail enforcement industries	# ID cards issued.	3000	1. Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) 2. Work with agencies to improve screening prior to submissions 3. Deny or revoke disqualified persons
	# ID card applications denied	55	
	# ID cards revoked.	5	
	Days required to notify licensee of PI/PS/Bail Enforcement ID revocation	3	
B. Disseminate weapon permit and weapon law information.	# of responses to inquiries	200	1. E-mail is read each business day 2. Questions requiring research will be acknowledged within 2 business days.
	% of inquiries responded to within 2 business days.	95%	
	Days required to process nonresident and state employee professional weapon permits	5	

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2. Maintain and enforce the state building code and fire marshal rules and standards to which they refer through plan reviews.	Median turnaround time (expressed in calendar days) of plans after complete submission	40	<ol style="list-style-type: none"> 1. Encourage use of preliminary consultations 2. Log in plans as received 3. Assign plans to reviewers by category and date 4. Conduct reviews and return results to submitting firms 5. Develop closer relationship with building officials and inspectors
	Percent of plan reviews completed within 60 calendar days of complete submission	100%	
3. Conduct fire safety inspections for all facilities requiring inspection under state and/or federal statute.	Percent of health care facility inspection reports returned to facilities within ten calendar days	95%	<ol style="list-style-type: none"> 1. Establish paperless report filing system 2. Determine current level of inspection 3. Adjust schedules and workloads accordingly 4. Increase staffing levels to accomplish jobs
	Percent of required school and college fire inspections completed biennially	60%	
4. Ensure safety of electrical installations through licensing of electricians and electrical inspections	Percent of electrical licenses issued within 10 working days of receipt of completed application and fee	Baseline to be determined	
	Percent of electrical installations inspected within 3 working days of receipt of request for inspection	Baseline to be determined	

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CF: Research, Analysis & Information Management			
Desired Outcome(s) Provide accurate and timely information to Public Safety executives, Legislators, law enforcement partners and citizens so they can make better decisions and perform in a more efficient manner.	% of requests for public information that are processed within 1 working day.	95%	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Intelligence information, collection and dissemination	% of law enforcement agencies with access to LEIN Web	75%	Implement recommendations advanced in the National Criminal Intelligence Sharing Plan
	% of law enforcement agencies using DPS Intelligence Bureau services, rating intelligence services provided as “useful”.	85%	Implementation of Fusion Center
	# officers completing LEIN School	70	Increase data entry and analytical staff
	% of Iowa first responder agencies with access to the Fusion Center's information system	75%	Evaluate number of LEIN Schools held per year. Encourage additional agencies to connect to LEIN Web.
			Increase awareness among first responder agencies as to availability of important information via RISS ATIX and local communications centers.

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2. Collect, Analyze and Report Uniform Crime data	% of Iowa population in jurisdictions reporting UCR Data	95%	1. Demonstrate the benefits of reporting to those agencies currently not reporting crime statistics. 2. Develop criteria and implement a data quality audit assessment program 3. Follow-up on unanswered data deficiency notices 4. Develop and implement a 2 part follow-up plan for murder review so that the process can begin earlier 5. Better coordinate final review and approval phase to speed up the release 6. Monitor and evaluate recommendations of National Criminal Intelligence Sharing Plan related to the Law Enforcement National Data Exchange for possible implementation.
	% of mandated agencies reporting data to the Department of Public Safety	85%	
3. Provide statewide law enforcement communications services	% time radio network available for voice communication	97%	Fill & maintain all open communications positions and assess future needs. Properly staff and train technicians to support new and changing technologies Train and maintain certification of communications specialists in the use of 911, IOWA/NCIC System, voice communications systems and other resources required to accomplish mission

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4. Provide vital information to non-law enforcement customers	% of Amber Alert broadcasts completed within 60 minutes of receipt required information	95%	Develop and conduct 2 Amber Alert system tests per year.
	# of media personnel receiving press releases electronically.	125	Develop and implement procedures to capture additional information.
	# of individuals enrolled in SOR e-mail notification service	1000	
5. Records and Identification – Establish and maintain criminal histories and finger print databases.	% of fingerprints entered within 2 working days of receipt in the identification section.	95%	Utilize the staff and programs available
	% of counties where case and disposition records are audited annually against DCI records.	25%	Assess current and future equipment and personnel requirements
	Percent of accurate submission and identification of fingerprints (AFIS)	100%	Support and inform law enforcement agencies of vital information.
	Percent of information provided to requesting person/agency from AFIS which are accurate	100%	Review and evaluate original arrest/disposition information with the DCI computerized criminal history files.
	Percent of request for assistance regarding missing persons acted upon within 24 hours	100%	
6. Maintain accurate records of sex offenders who are required to register	% of records validated with in three months of initial entry.	100%	1. Conduct secondary review on initial entry
	% of existing records re-validated with in 12 months of previous validation.	100%	2. Validate all records annually on a monthly schedule 3. Update records

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CF: Education and Training			#2. Reduce preventable deaths and injuries, focusing on hazards of traffic, fire and crime. # 4. Contribute to Iowa’s Ability to Detect, Prepare for, Prevent, Protect Against, Respond to, and Recover from Terrorist Attacks
Desired Outcome(s): To provide fire service training, professional certification and technical assistance to the Iowa fire service so they can provide fire protection services to each community in Iowa.	% of fire departments with a certified fire instructor % of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level.	35% 50%	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Fire Service Training Bureau			
1. Develop and deliver fire service training programs.	1. Number of firefighters receiving “live fire training”. 2. Mean rating of courses by course participants (5 point scale)	1,000 4 (“Satisfactory”)	
2. Provide professional fire service certification program.	1. Number of certified “Fire Fighter I” and “Fire Fighter II” firefighters. 2. Certification test “pass” rate (based on valid and reliable test banks and skill exams).	1500 80%	

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3. Serve as point of contact for federal fire programs.	Number National Fire Academy “direct” and “regional” deliveries.	8	
	Number of students receiving National Fire Academy training.	180	
4. Provide research, technical assistance, and support	Number of workshops to prepare fire departments to apply for “Assistance to Fire Fighter Grants”	3	Evaluate and adjust frequency as necessary

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CF: Resource Management			#1 Reduce the illicit supply of controlled substances. #3 Reduce/contribute to suppression of criminal activity. #4 Contribute to Iowa's ability to detect, prepare for, prevent, respond to and recover from terrorist attacks. #5 Continue to support development of excellence in the workforce.
Desired Outcome(s): To provide appropriate management and stewardship for the Department of Public Safety protecting the public's trust in the use of public resources.	# of audit exceptions contained in annual audit report.		2
Provide technology management and support to the criminal justice community in order to assist them in upholding the laws and constitutions of the United States and the State of Iowa.	% of time IOWA System switch is available.		99.9%
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Management & Stewardship			
A. Provide budget and accounting services for the Department of Public Safety.	% of claims in substantial compliance with State Accounting Enterprise policies and procedures.	99.5%	1. Maintain strict adherence to guidelines utilizing a diligent pre-audit function.

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B. Provide human resource services for the Department of Public Safety.	% of evaluations that are current	90%	1. Send monthly tickler files for evaluations due in the ensuing month.
C. Provide pension services for active and retired members of the Peace Officer's Retirement System.	% benefit checks written without error	99%	
D. Provide direction and coordination through the Commissioner's Office and divisional administration.	% of complaints investigated	100%	
	% of known complainants responded to	100%	
2. Fleet Services & Supply			
A. Manage the Department's fleet of vehicles through preparation, maintenance, repair and strip down.	# vehicles issued	150	1. Vehicles prepared in a timely manner.
B. Provide for the procurement, inventory and issuance of supplies for the State Patrol and to assist other divisions with the same.	% of routine orders filled within 24 hrs	90%	1. Maintain an inventory of basic supplies that will provide for "just in time" delivery of orders.
3. Plans, Research & Training			
A. Provide training services to DPS personnel	% of officers receiving mandatory training each calendar year	99%	1. Provide mandatory training through in-service, training bulletins, and specialty schools for incumbent officers 2. Provide for recruitment and a basic training academy for all peace officer candidates.

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B. Annually review departmental policies.	% of departmental policies reviewed.	95%	1. Develop policy manuals as requested. 2. Ensure that all departmental and specialty manuals are annually reviewed and in alignment
4. Technology Services			
A. Provide statewide law enforcement computer service, including providing certification training and support services to Iowa System users.	% validations completed within allotted time.	100%	1. Terminal Agency Coordinator (TAC) – conduct training as needed.
	% of agencies audited as required by the FBI.	100%	
	% of NCIC 2000 system requirements complied with	100%	
	Number of IOWA System users trained and/or certified	1500	
	IOWA system messages transmitted to/from law enforcement agency/officer	56,000,000	
B. Provide network services to Public Safety personnel.			1. Investigate the availability of and possibly obtain software to measure server utilization.